



# Installation Management Command

**U.S. Army Garrison Picatinny Arsenal**



# The Garrison Corner



**Picatinny celebrates the Military Community during the annual  
Military Appreciation Pool Party at Frog Falls**

**Interactive Customer Evaluation (ICE)**

**August Monthly Focus:**

**Directorate of Family, Morale, Welfare & Recreation and  
Directorate of Logistics**



# **Installation Management Command**

## **U.S. Army Garrison Picatinny Arsenal**



***The Garrison values our customers' feedback and we would like to share some of the comments with you that we receive from our customers.***

***Each month, The Garrison Corner will offer a sampling of customer opinions and comments that have an impact on our Community. With more than 50 services available, the Garrison wants to ensure that we provide you with the best service possible!***

**Our Mission:** USA Garrison Picatinny Arsenal provides installation capabilities and services that support a center of excellence for integrating research, development, and engineering of armaments and munitions systems enabling continued firepower dominance by the United States Military and sustaining a community in which Soldiers, Families, and Civilians can thrive.

**The Army's Home in Northern New Jersey**

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# The Positive Feedback We Received

(15 Jul - 2 Aug)

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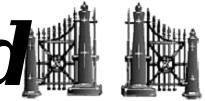
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Picatinny Arsenal™

## Forge Fitness

- “I was part of two weight loss challenges run by Kelli. She works hard to help everyone that joins and did an excellent job in guiding and motivating the group to do their best throughout the competition.” *(Submitted: 20 Jul 10)*
- “Forge Fitness Weight Loss challenge the NO BULL Challenge was a great experience with a highly competent trainer (Kelli) who exceeded all my expectations for the program. Kelli tailored the program to fit my fitness needs and helped me stay excited about it. She was able to give me nutritional suggestions that helped me lose weight and have a more healthy lifestyle. I would highly recommend this program to anyone whose looking for an active change to their everyday life.” *(Submitted: 20 Jul 10)*
- “I worked with Kelli for the Forge Fitness “Weight Loss Challenge”. Her attention to personal training and nutrition really helped keep me in shape during the winter months. I recommend her challenge to anyone looking to really get in shape, or maintain a fitness level.” *(Submitted: 2 Aug 10)*
  - Manager Remarks: The next Weight Loss Challenge is scheduled to begin on 1 September and end on 2 December! Sign-up for the challenge at Forge Fitness. *(2 Aug 10)*

**Typographical errors have been corrected in Customer Comments.  
Intent has not been altered in any way.**



# The Positive Feedback We Received

(15 Jul - 2 Aug)

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## Forge Fitness

- “Is it possible to have the gym conduct a pole dancing class? There are some places that offer it and the classes are always packed. It is such a good workout and surprisingly requires a lot of skill and strength. Besides, it's a fun activity for women to do together while having a good time and getting some exercise. It may be an unconventional workout, but more women would be interested than you might think. As long as the room is kept private while a class is in session, similar to yoga, women should not have an issue with privacy. Classes could be \$15 each or you could offer a package deal of 10 classes for \$100. Just a thought.” (Submitted: 30 Jul 10)

➤ *Manager Remarks: I would love to offer more classes like pole dancing and aerobics class . In the past it was hard for us to find a volunteer willing to commit their time at lunch and after work. About eight years ago we did have contract classes and a larger pull of instructors. These classes eventually were discontinued because of the cost associated with the participation numbers. At this time we are working on evening Zumba pay as you go classes. If this gets off the ground we may look into possibly adding other evening classes if there is a customer need. (30 Jul 10)*

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(15 Jul - 2 Aug)

# The Positive Feedback We Received

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## ▪ **Visitor Control/Badge and ID**

- “I had to go to the visitor control building today. The officer I dealt with was very helpful and friendly. While there I spoke with Officer Vecchi...he has always been conscientious and helpful in my dealings with him. Thanks!..” *(Submitted: 27 Jul 10)*

## ▪ **Golf Course**

- “Kudos to Mike and his staff for an outstanding pro/super scramble but more important is the fantastic job that they do to keep the course in great shape.” *(Submitted: 27 Jul 10)*
- “The golf course provides a consistently superior product. The Assistant PGA professional is always courteous, knowledgeable and accessible.” *(Submitted: 2 Aug 10)*

## ▪ **Police**

- “I appreciated the professional and compassionate service I received today from the police department most especially from Police Officer Mary Lou who was kind enough to assist me in getting a temporary parking pass. I am 8 months pregnant and it has been difficult getting around this summer and this pass will help me park closer so I don’t get overheated or injure the baby. Thank you very much.” *(Submitted: 28 Jul 10)*

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# The Positive Feedback We Received

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## ▪ **Physical Security/Lock and Key**

- “Pat and Mark conducted the periodic Physical Security Inspection of energetic operating and storage buildings in METC & WSEC (ARDEC) during July. They provided assistance and were extremely helpful in correcting deficiencies noted in the inspection. The inspection was conducted efficiently and with a high level of professionalism.” (Submitted: 28 Jul 10)

## ▪ **School Age Services**

- “I have one child in Pre-K and one in the summer camp program. The programs and staff are excellent. Thank you!” (Submitted: 2 Aug 10)

## ▪ **Bucky's**

- “Bucky's water pong event was well organized, fun, prizes were excellent and I hope you plan to do it again.” (Submitted: 16 Jul 10)

## ▪ **ID Card Section**

- “Miguel helped me and did a great job.” (Submitted: 15 Jul 10)

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15 Jul 2 Aug

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# The Negative Feedback We Received

## ▪ Civilian Personnel and Advisory Center

### Customer Comment:

“Is there anyone that works in the CPAC that cares about the customer? Anytime I have called

the CPAC and leave a message I never get a call back. If I walk in the office no one wants to help

and if they do they then act like its a bother for them.” (Submitted: 20 Jul 10)

➤ Manager Response: Thank you for bringing this to our attention. Please contact the CPAC supervisors (Kim or Alysha) if your servicing specialist is non-responsive. If you are in the office and need help, please ask any CPAC employee for assistance and they will be glad to help or point you in the right direction. Please feel free to contact the CPAC supervisors in person or by phone or email if you are not satisfied with the assistance you have been given. Kim and I have an open door policy. (20 Jul 10)

### Customer Comment:

“When will there be an updated CPAC Chart on the Picatinny Personnel Home Page?”

(Submitted: 26 Jul 10)

➤ Manager Response: The new CPAC Org Chart has been posted to the Picatinny Intranet. Sorry for any inconvenience. (26 Jul 10)

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MDOM 2 Aug

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# The Negative Feedback We Received

## ▪ Child Development Center

### Customer Comment:

“I found the CDC here at Picatinny to be very poor, the staff was rude and seemed to pay

attention to only certain children. The facility is depressing, poorly organized.

Activities are boring

for the children. I have participated with other CDCs throughout the government that outshine

Picatinny. Would recommend staff become more involved and act friendly to children and

parents. Better trips should also be looked into.” (Submitted: 28 Jul 10)

➤ Manager Response: All parents are invited to be a part of our Parent Advisory Council which has meetings that discuss all aspects of the CDC programs. Through this council a smaller committee has been formed which specifically asks for help in planning and executing activities and trips. Summer programming is more recreational, thus usually entertaining and age appropriate. Staff are trained to have positive interactions with both parents and children daily. This policy will be reiterated. We would be happy to address any problems with specific staff behavior, if we had more information. (28 Jul 10)

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(15 Jul 2 Aug)

# The Negative Feedback We Received

## ▪ Choices Cafeteria

### Customer Comment:

“Food is tasteless and facility and staff are not always clean. Hairnets and plastic gloves should be worn by employees preparing food.” (Submitted: 28 Jul 10)

- Manager Response: Thank you for feedback. We are working on new menu items for the food court. Staff training issues regarding sanitation will be addressed. (28 Jul 10)

### Customer Comment:

“The grill cook should be taught how to actually make scrambled eggs. Every order of scrambled eggs comes up as basically a plain omelet. It is just flat, folded "eggs." Scrambled eggs should be scrambled while being cooked to add texture and "fluffiness." (Submitted: 28 Jul 10)

- Manager Response: Thank you for feedback. Spoke to the cook directly on this comment. Will review proper cooking procedures with Choices grill. (28 Jul 10)

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MDOM 2 Aug  
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# The Negative Feedback We Received

## ■ ITR Tours and Take Off Center

### Customer Comment:

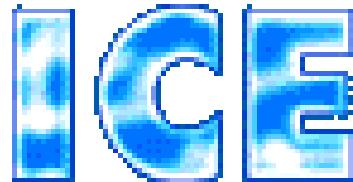
“Would recommend trying to plan some weekend family trips such as baseball games, NYC shows.” (Submitted: 28 Jul 10)

➤ Manager Response: In the coming months we have planned a trip to Billy Elliot on Broadway and Jersey Boys on Broadway. We also have a NYC Museum trip, a Hudson River Cruise and the popular Radio City Christmas shows. We recently did the Skyhawks Baseball. Unfortunately, the tickets and bus transportation to a Yankees or Mets game came in a very high price (\$90/person) and so we opted not to do them. The price for a family gets extremely high. (28 Jul 10)

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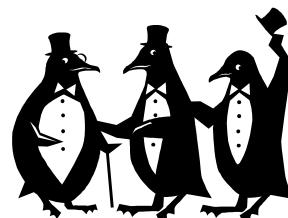


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**A Look Ahead:  
September 2010 Monthly Focus:**

**Religious Support  
And  
Directorate of Public Works**





# INSTALLATION MANAGEMENT COMMAND



***“Sustain, Support and Defend”***